

1

Operations Specialist

Raise your complaint over email.

Email Id: support@evamfinance.com

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Not resolved / not satisfied within 7 working days
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2

Grievance Redressal Officer / Nodal Officer

Escalate in writing quoting your original complaint reference. The Nodal Officer reviews the case and coordinates with the concerned department.

Contact: Madhusudan Goud, Head-Operations & Risk Controls, madhusudan@evamfinance.com

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Not resolved / not satisfied within 15 working days
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3

Principal Nodal Officer / Grievance Redressal Officer (Head Office)

Senior officer designated under the company's Internal Grievance Redressal (Ombudsman) Mechanism, responsible for the final internal review of unresolved complaints.

Contact: Akella Shri Ram Vamsi, CEO, yamsi@evamfinance.com

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Not resolved within 30 days of first complaint, or unsatisfied with resolution
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4

RBI Ombudsman — Reserve Bank Integrated Ombudsman Scheme (RB-IOS), 2021

File a complaint with the RBI Ombudsman free of cost. Portal: cms.rbi.org.in | Toll-free: 14448 | Email: crpc@rbi.org.in

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Appeal against Ombudsman's decision, within 30 days
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5

Appellate Authority, Reserve Bank of India

Final appeal against the Ombudsman's decision or closure of complaint, reviewed by the Deputy Governor-in-charge, RBI.